

**PERFORMANCE BASED
QUALITY ASSURANCE SURVEILLANCE PLAN
FOR: CDC-INFO**

TASK ORDER NUMBER: ID04170096

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this Performance Work Statement (PWS). It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Performance Requirements Matrix in the task order. The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the task order. The role of the Government is quality assurance to ensure task order standards are achieved.

In this task order the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” task order is to ensure that the quality control program approved at the beginning of the task order provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

PWS Task Number	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Task 3.1 Telephone Contacts	Maintain Service Level Agreement of 80/120	80% of phone calls are answered with 120 seconds	Periodic Testing up to 100%
Task 3.1 Telephone Contacts	Answer Rate. Defined as 95% of phone calls reaching the contact center being answered by an agent.		Periodic Testing
Task 3.2	Email turn-around: high priority	No deviation	Periodic Testing

Correspondence (Email, Text, Chat and Postal Mail) Contacts	One (1) business day; medium- and low-priority three (3) business days. Exceptions are for instances where an email requires escalation to CDC.	from Standard is allowed	
Task 3.2 Correspondence (Email, Text, Chat and Postal Mail) Contacts	Postal mail Service Level Agreement (SLA): The maximum allowable turn-around time to respond to postal mail is three (3) business days.	No deviation from Standard is allowed	Periodic Testing up to 100%
Task 7 Quality Assurance	Conduct monitoring evaluations utilizing CDC provided scorecards.	Evaluate three (3) times per week per agent.	Periodic Testing up to 100%
Task 7.1 Monitoring	All calls will be recorded 100%	No deviation from Standard is allowed	Periodic Testing up to 100%
Task 15 Internal Quality Monitoring and Customer Satisfaction System	Overall customer satisfaction scores: 80%. Defined as 80% of respondents declaring themselves "Satisfied" and "Very Satisfied" (highest rating) with their contact center interaction.	No deviation from Standard is allowed	Periodic Testing up to 100%
Task 16.b.i. Content Management System & Task 8.f (Emergencies)	New Prepared Responses (PRs) will be put into effect within two (2) business days of receipt from CDC. PRs related to an Emergency response or outbreak will be put into effect within four (4) hours of receipt.	No deviation from Standard is allowed	100% Government inspection and acceptance
Task 16 (g)	Enable agents to select and log resources and actions taken to resolve an inquiry as they navigate through the Knowledge Management System (KMS).	Data entry errors should be less than 5%	Periodic Testing

Task 20	During an event of naturally occurring disasters, national emergency or software, system, etc. will use the Continuity of Operations Plan (COOP).	99.5% availability during critical operational times.	Periodic Testing
Task 23 Reporting	Detail total task order amount, funded amount, expenditures and current balance	On-time delivery at 100% level	Periodic Testing up to 100%

SURVEILLANCE

The Government will evaluate the performance objectives through surveillance as reflected above by reviews and acceptance of work products and services.

STANDARD

The Contractor shall perform all work required in a satisfactory manner in accordance with the appropriate PWS paragraph. The QA shall not consider the services complete until all deficiencies have been corrected. The Contracting Officer's Representative (COR) will notify the Contracting Officer for appropriate action if any of the above performance objectives are not in accordance with acceptable AQL.

PROCEDURES

The COR will inspect all tasks required by the task order to ensure Contractor compliance with the task order requirements. Inspection results will be recorded in a Surveillance Log noting the date, time and result of inspection or verification.

The COR will document all defects using a "Task Discrepancy Report (TDR)". The COR will verbally notify the GSA Project Manager (PM) or Contracting Officer (CO) of the defect and will submit a copy of the TDR as an Action Memo in ITSS to the GSA PM/CO. The COR will ensure the TDR is completed in its entirety and coordinated through the Contracting Officer. The Contractor will also be furnished a copy of the TDR. The Contractor shall furnish their response to the TDR. The Contractor's response will address the accuracy and validity of the defect, planned corrective action and actions to prevent recurrence. The TDR information will be included when assessing the Contractor's overall performance (i.e., past performance assessments, exercise of options, etc.).

If any of the services do not conform to the task order requirements, the Government may require the Contractor to perform the services again in conformity with task order requirements. The Contractor must correct the defect(s) within the timeframes established in the PWS. The COR shall not certify satisfactory performance for the task

order until all defects have been corrected.

When the defects in services cannot be corrected by re-performance, the Government may:

- 1) Require the Contractor to take necessary action to ensure that future performance conforms to task order requirements; and,
- 2) Reduce the task order price to reflect the reduced value of the services performed.

The COR shall, in addition to providing documentation to the GSA PM/CO, maintain a complete quality assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions relating to the Government's performance of the quality assurance function, including originals of all surveillance activity checklists. All such records will be retained for the life of the task order. The COR shall forward these records to the GSA PM/CO at completion or termination of the task order.

The COR shall upload a copy of the Surveillance Log as an Action Memo in ITSS addressed to the GSA PM/CO at least once every three months.

ACCEPTANCE OF SERVICES

Acceptance of services shall be based upon compliance with performance standards described in the PWS and surveillance procedures described in this QASP. Prior to approving/certifying any Contractor invoices, the COR will verify that all invoiced services have been performed in compliance with task order requirements. The COR shall not certify satisfactory performance for the task order until all defects have been corrected.

SURVEILLANCE LOG

TASK ORDER TITLE: CDC-INFO

TASK ORDER NUMBER: ID04170096

DATE:

Task Requirement	PWS Ref.	Method of Surveillance	Date Accomplished	Compliance Results

Task Discrepancy Report

1. Task Order Number:		2. Report Number	
3. To: (Contractor and Manager's Name)		4. From: (Name of Client Representative)	
5. Dates			
Prepared:	Returned by Contractor	Action Completed	
6. Discrepancy or Problem: (Describe in detail; include reference to PWS Directive; attach continuation sheet if necessary.)			
Contractor Response			
7. To: (Contracting Officer)		8. From: (Contractor)	
9. Contractor Response as to Cause, Corrective Action and Actions to Prevent Recurrence; Attach continuation sheet if necessary. (Cite applicable Q.C. program procedures or new Q.C. procedures)			
10. Government Evaluations (Acceptance, partial acceptance, rejection: attach continuation sheet if necessary)			
11. Government Actions (Reduced payment, cure notice, show cause, other)			
Closeout			
	Name-Title	Signature	Date
Contractor			

Notified			
Client Rep			
CO/PM			